

## **CAF2020 - Towards Public Administration Reform and European Integration**

**February 17<sup>th</sup> 2021, 10:00-16:30 p.m., Central European Time (CET)**

**Digital Network Forum for CAF-users, experts and CAF interested persons & book presentation**

The CAF – the European Common Assessment for better Public Administration – celebrated its 20th anniversary in 2020. The beginning of the CAF dates back to 1998 when the ministers of the European Public Administration Network (EUPAN) commissioned designing general principles concerning improving the quality of services provided to citizens, with the first version of the CAF being published in 2000. With the CAF2020, we now have the fifth version of the CAF, which is designed as the European guideline for good governance and excellence in public sector organisations.

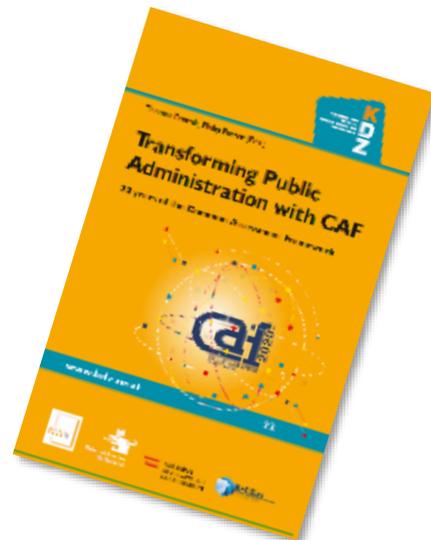


With the Digital CAF Forum we want to bring CAF experts, academia and all persons interested in the field of quality and change management in public sector together to celebrate the 20<sup>th</sup> birthday of CAF, to give a forum to the great impact of CAF on public administration reform and discuss perspectives how to further develop the CAF approach.

This digital CAF-Forum presents the new book “Transforming Public Administration with CAF” and is also a milestone of the BACID II CAF-program with the Western Balkan countries which is co-funded by the Austrian Development Cooperation.

The digital CAF-Forum is designed to be an open event for all CAF Users and interested persons dealing with following topics:

- Introduction of the new CAF2020
- Presentation of the new CAF Book:  
Transforming Public Administration with CAF
- The future of CAF



**[Registration is open!](#)**  
**[Klick here to register.](#)**

 **hopin**  
Online venue for virtual events.

WITH FUNDING FROM  
 **AUSTRIAN  
DEVELOPMENT  
COOPERATION**

## Agenda

February 17<sup>th</sup> 2021

### 10.00 Opening & Welcome

- Networking and Online-Bufferet

Representative of  
Ministry for Arts,  
Culture, Public Service  
and Sport, Austria



Get together & Presenting the CAF Book:  
"Transforming Public Administration with CAF"

Thomas Prorok, Philip  
Parzer, Dalilah Pichler,  
KDZ-Centre for Public  
Administration Research

### 10.30 CAF 2020 – The six key areas for transforming public administration

- Presenting the new CAF2020

Thomas Prorok,  
KDZ-Centre for Public  
Administration Research

### 11.00 Network session CAF & Coffee

- Questions and feedback on CAF2020

Moderation:  
**Isane Aparicio**,  
European Institute of  
Public Administration

11.30 Network Break

## 11:45 Meet the authors of the CAF Book in Parallel Sessions

|                       | Impact of CAF   | Sectoral approaches   | Methods of CAF   | EU & Western Balkan   |
|-----------------------|---|---|--|---|
| 11.45 – 12.30         | <p>Better communication with CAF based on the experience of the City of Krakow</p> <p><b>Anna Sochacka</b> (tbc)<br/>(City of Krakow, Poland)</p>       | <p>CAF as a tool for peer learning among Finnish municipalities</p> <p><b>Janne Hyvärinen</b> (City of Salo, Finland)<br/><b>Sirpa Pajula</b> (City of Kuopio, Finland), <b>Timo Kuntsi</b> (HAUS – Finnish Institute of Public Management), <b>Jaana Ilomäki</b> (Keski Uusimaa joint municipality, Finland)</p> | <p>The unique approach of the CAF program for successful change</p> <p><b>Philip Parzer</b> (KDZ)</p>            | <p>Experiences of ReSPA as Regional Quality Centre</p> <p><b>Olivera Damjanovic</b>, <b>Goran Pastrovic</b> (Regional School of Public Administration), <b>Ljiljana Uzelac</b> (Ministry of Public Administration and Local Self Government, Serbia)</p>  |
| Network & Lunch Break |   |   |  |   |
| 13.00 – 13.45         | <p>CAF Enhancing the Business Environment in Cabo Verde</p> <p><b>Rui Levy</b><br/>(United Nations Industrial Development Organization, Cabo Verde)</p> | <p>Pioneering the CAF Education Model at a higher education institution: the Case of ISCSP</p> <p><b>Isabel Soares</b>, <b>Silvia Vicente</b><br/>(University of Lisbon, Portugal)</p>  | <p>How CAF affects change in the City of Vienna</p> <p><b>Eva Sejrek Tunke</b><br/>(City of Vienna, Austria)</p> | <p>Lessons learned from CAF implementation in Bosnia Hercegovina</p> <p><b>Samra Ljuca</b> (Civil Service Agency, Federation of Bosnia and Herzegovina), <b>Dalibor Copic</b> (Civil Service Agency, Republic of Srpska, Bosnia and Herzegovina), <b>Aleksandra Zec</b> (Institute of Statistics, Republic of Srpska, Bosnia and Herzegovina)</p> |

Network Break

## CAF2020 - TOWARDS PUBLIC ADMINISTRATION REFORM AND EUROPEAN INTEGRATION

|               |  |   |   |  |
|---------------|--|---|---|--|
| 14.00 – 14.45 | <b>Impact of CAF on Leadership style</b><br><br><b>Dmitry Maslov</b><br>(Russian Presidential Academy of National Economy and Public Administration, Federation of Russia) | <b>Translating and Implementing CAF into Public Prosecution Offices</b><br><br><b>Josef Bernhart</b> (EURAC Research, Bolzano, Italy),<br><b>Kurt Promberger</b> (University of Innsbruck, Austria) | <b>Many ways to improve: Quality management models by comparison</b><br><br><b>Bernadette Tropper-Malz</b> (KDZ), <b>Eva Sejrek-Tunke</b> (City of Vienna, Austria) | <b>European CAF Structures</b><br><br><b>Fabrizio Rossi</b> (EIPA)<br><b>Philip Parzer</b> (KDZ) |
|---------------|--|---|---|--|

14.45 Network Break

15.00 **Panel: The Future of CAF**

Moderation:  
**Barbara Zupanc**,  
 Ministry of Public Administration,  
 Slovenia

**Keynote:**  
**Reinventing CAF towards the Principles of Effective Governance**

**Geert Bouckaert**,  
 Public Governance Institute, KU Leuven,  
 Belgium

**Keynote:**  
**Eleven Ideas for the future of CAF**

**Thomas Prorok**,  
 KDZ-Centre for Public Administration  
 Research

### Feedback to the Keynotes

**Isane Aparicio**, European Institute of Public Administration  
**Cristina Evaristo**, Ministry of State Modernisation and Public Administration, Portugal  
**Isabelle Verschueren**, Federal Public Services, Belgium  
**Ursula Rosenbichler**, Ministry for Arts, Culture, Civil Service and Sports, Austria

16.30 **End of CAF-Digital Forum**

Get together in the “Booths” and Networking

 **Federal Ministry**  
 Republic of Austria  
 Arts, Culture,  
 Civil Service and Sport



With funding from  
 **Austrian**  
 Development  
 Cooperation